

ARIZONA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Arizona Consumers = 8,826



Fraud Complaints from Arizona Consumers = 4,309

Top Fraud Complaint Categories for Arizona Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	874	20%
2	Internet Services and Computer Complaints	419	10%
3	Advance-Fee Loans and Credit Protection/Repair	387	9%
4	Prizes/Sweepstakes and Lotteries	324	8%
5	Shop-at-Home/Catalog Sales	316	7%

¹Percentages are based on the total number of fraud complaints from Arizona consumers (4,309).

Amount Paid Reported by Arizona Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
4,309	\$6,309,593	3,537	82%	\$1,784

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Arizona consumers (3,537).

Top Arizona Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Phoenix	919
Tucson	613
Mesa	383
Scottsdale	327
Glendale	216



Identity Theft Complaints from Arizona Victims = 4,517

Identity Theft Types Reported by Arizona Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	1,632	36%
2	Employment-Related Fraud	921	20%
3	Bank Fraud	784	17%
4	Phone or Utilities Fraud	777	17%
5	Government Documents or Benefits Fraud	352	8%
6	Loan Fraud	261	6%
	Other	738	16%
	Attempted Identity Theft	329	7%

¹Percentages are based on the 4,517 victims reporting from Arizona. Percentages add to more than 100 because approximately 22% of victims from Arizona reported experiencing more than one type of identity theft.

Top Arizona Identity Theft Victim Locations

Victim City	No. of Victims
Phoenix	1,268
Tucson	616
Mesa	361
Glendale	338
Scottsdale	296